QA Audit W24

📅 **date of audit:** 18.06.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 17.06.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna to inquire about returning one of the two items they received.

Outcome: The agent provided instructions on how to return the item either in-store or via email, and explained the process for getting a refund. The customer expressed some confusion about the process but ultimately decided to return the item in-store.

⬆️ **Positive notes:**

Awesome to properly identify the customer.

1) **Compliance:**

Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ❗ **-** Lack of Clarity and Directness in Responses

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

🛠️**Improvement Opportunities:**

It seemed like a lot of information for the customer.

Just tell the customer that they first should contact the merchant, recommend that they report the return in the Klarna app or offer to do it for them. Explain that the invoice will be paused for 21 days, that the customer will get an email after 21 days and that they have to reply to it after which Klarna will continue the investigation, if the merchant has not registered the return.

✅/❗ ***Audit passed or failed:***

Not Passed